

Program A: Administration

Program Authorization: La. Constitution, Article X

PROGRAM DESCRIPTION

The mission of the Administration Program is to provide continuity and quality in governmental services by protecting employees from adverse action for reasons unrelated to their conduct or performance on the job; to give advice and counsel to the department, the Civil Service Commission, state managers, and employees regarding personnel practices; to enhance the ability of the Department of State Civil Service and human resource offices statewide to meet or exceed their goals through the utilization of information technology; and to provide financial and managerial control of department operations.

The goals of the Administration Program are:

1. Improve the discipline and appeal procedures through streamlining the processes and educating users.
2. Utilize technology to improve the productivity and effectiveness of Civil Service and its user agencies.

The Administration Program includes the following activities: Administrative Support, Appeals, and Management Information Systems.

- The Administrative Support activity includes legal, accounting, purchasing, mail, and property control functions for the Department of State Civil Service and Civil Service Commission.
- The Appeals activity hears employees' complaints that their fundamental rights have been violated and provides decisions that are consistent with the basic tenets of the merit system, the civil service article, the civil service rules, existing jurisprudence and equity.
- The Management Information Systems activity provides an accurate, reliable, responsive mechanism for maintaining the official personnel and position records of the state.

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2000-2001. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2000-01. Specific information on program funding is presented in the financial sections that follow performance tables.

1. (KEY) Through the Appeals activity, to speed up the hearing process so that, by June 30, 2001, there are no more than 40 unheard separation cases over 4 months old and no more than 90 other unheard cases over 6 months old.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective V.1: *Speed up the hearing process so that by June 30, 2002, there are no unheard separation cases over four months old.*

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
K	Number of unheard separation cases over 4 months old ¹	45	40	40	40	40	40
K	Number of other unheard cases over 6 months old ²	180	71	120 ³	120 ³	90	90

¹ In FY 1996-97, there were 77 unheard separation cases over four months old at fiscal year end; in FY 1997-98, 56 at fiscal year end. The strategic target is no cases in this category by June 30, 2002.

² Other cases include all appeals for actions that are not separations. In FY 1996-97, there were 295 other unheard cases over six months old at fiscal year end; in FY 1997-98, 147 at fiscal year end. There is no strategic target for number of other unheard cases over 6 months old.

³ Although the FY 1999-00 performance standard for this indicator is 120, the department indicates that it is moving more quickly than anticipated in reducing the number of other unheard cases over 6 months old and currently anticipates the yearend number to be 90.

2. (KEY) Through the Appeals activity, to speed up the decision process so that, by June 30, 2001, 60% of all refereed decisions are rendered within 45 days and no more than 20% of the decisions are 3 months old or older.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective V.2 (revised): *Speed up the decision process so that, by June 30, 2002, 75% of refereed decisions are rendered within 45 days.*

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
K	Percentage of refereed decisions rendered within 45 days	70%	48% ¹	60%	60%	60%	60%
K	Percentage of refereed decisions over 3 months old	15%	21% ²	10% ²	10% ²	20% ²	20% ²

¹ The department set an aggressive strategic outcome. The FY 1998-99 performance standard was unrealistically high. For actual values from FY 1995-96 through FY 1998-99, see the trend table following Objective No. 3.

² The department set an aggressive strategic outcome. However, as shown in the FY 1998-99 actual performance level, achievement of annual performance standards associated with this strategic outcome has not kept pace. Although the FY 1999-00 performance standard for this indicator is 10%, the department currently anticipates that by the fiscal year end, the percentage of refereed decisions over 3 months old will be 20%. This would be a slight decrease from the FY 1998-99 actual of 21% but would fall short of the high standard set for FY 1999-00. Employees who are taking too long to render decisions have received unsatisfactory performance ratings in this area. For actual values from FY 1995-96 through FY 1998-99, see the trend table following Objective No. 3.

3. (SUPPORTING) Through the Appeals activity, to provide training to improve users' skill in the appeal and discipline processes so that, in FY 2000-01, no more than 1.5% of disciplinary actions against permanent employees are reversed for procedural reasons.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective V.4 (Revised): *Develop training to improve users' skills in discipline and appeal processes so that by June 30, 2002, no more than 0.5% of disciplinary actions are reversed due to procedural errors.*

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Percentage of disciplinary actions against permanent employees that are reversed for procedural reasons ¹	1.75%	0.3%	1.5%	1.5%	1.5%	1.5%

¹ In FY 1995-96, the percentage of disciplinary actions against permanent employees that were reversed for procedural reasons was 3%; in FY 1996-97, 2%; and in FY 1997-98, 0.5%.

GENERAL PERFORMANCE INFORMATION: APPEALS ACTIVITY

PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1994-95	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99
Number of incoming appeals	512	563	574	522	451
Number of final dispositions	465	434	452	698	516
Total backlog	461	573	703	520	455
Number of unheard separation cases over 4 months	Not available	Not available	77	56	40
Number of other unheard cases over 6 months old	Not available	Not available	295	147	71
Percentage of decisions rendered within 45 days	Not available	65%	54%	53%	48%
Percentage of refereed decisions over 3 months old	Not available	23%	28%	19%	21%
Percentage of disciplinary actions reversed for procedural reasons	Not available	3.0%	2.0%	0.5%	0.3%

4. (KEY) Through the Management Information Systems activity and in a partnership with the Division of Administration, to reach a completion level of 100% for the new Human Resource Information System.

Strategic Link: This operational objective is related to Strategic Objective VI.1: *In a partnership with the Division of Administration, design and implement by June 30, 2003, a new human resource information system that will reduce data input effort, provide information necessary to manage the state workforce, and minimize paper records.*

Explanatory Note: The Department of State Civil Service, through the director, has made a commitment to fully participate in all phases of the Integrated Statewide Information Systems (ISIS) Human Resource Project. The department has a participant on the ISIS Steering Committee and two on the ISIS Users' Committee. The department also has assigned three staff members full-time to the ISIS Human Resource Project Team and other staff work on the project as needed.

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K	Percentage completion of new Human Resource Information System project ¹	Not applicable ²	30%	70%	70%	100%	100%

¹ This indicator assumes implementation by October 2, 2000.

² This was a new performance indicator for FY 1999-00. It did not appear under Act 19 of 1998 and has no FY 1998-99 performance standard.

5. (KEY) Through the Management Information Systems activity, to complete the conversion of the state's official personnel records to electronic images so that the department is ready to move to the new state building in 2002.

Strategic Link: This operational objective is related to the following strategic goals and objectives: Strategic Goal VI: *To utilize technology to improve the productivity and effectiveness of Civil Service and its user agencies.* Strategic Objective VI.4: *To research new and existing technologies to enable the Department of Civil Service to meet or exceed its goals by June 30, 2003, and ongoing.* Strategy VI.4.2: *To research and investigate electronic records management systems that would simplify and increase the effectiveness of records storage and retrieval systems.*

Explanatory Note: The department must maintain a record of all classified and unclassified employees and any changes to those records. These records currently occupy 2,400 square feet of floor space and have a very high retrieval rate (approaching 1,000 accesses per day). The new Claiborne Building of the Capitol Complex (where the Department of State Civil Service is scheduled to move) cannot physically accommodate these records. The best solution to this records management problem is to implement electronic imaging of the documents. In order to be able to move into the new building in 2002, the department must convert the state's official personnel records to electronic images.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
K	Percentage completion of record conversion ¹ project	Not applicable ²	Not applicable ²	35%	35%	66%	66%

¹ In FY 1999-00 this performance indicator was entitled "Percentage completion of preparation for move to new building." The indicator name has been changed to more appropriately reflect the activity and the goal. What the indicator measures and how that measurement is calculated has not changed.

² This was a new performance indicator for FY 1999-00. It did not appear under Act 19 of 1998 and has no FY 1998-99 performance standard.

RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1998-1999	ACT 10 1999- 2000	EXISTING 1999- 2000	CONTINUATION 2000 - 2001	RECOMMENDED 2000 - 2001	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$134,177	\$0	\$0	\$2,285,528	\$0	\$0
STATE GENERAL FUND BY:						
Interagency Transfers	2,481,052	3,010,440	3,010,440	2,552,806	3,870,390	859,950
Fees & Self-gen. Revenues	141,296	183,994	183,994	161,910	205,927	21,933
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	0	0	0	0	0	0
TOTAL MEANS OF FINANCING	\$2,756,525	\$3,194,434	\$3,194,434	\$5,000,244	\$4,076,317	\$881,883
EXPENDITURES & REQUEST:						
Salaries	\$1,170,302	\$1,271,540	\$1,271,540	\$1,313,612	\$1,262,208	(\$9,332)
Other Compensation	54,951	25,980	25,980	150,060	150,060	124,080
Related Benefits	259,598	325,338	325,338	362,055	364,512	39,174
Total Operating Expenses	596,279	653,963	653,963	2,604,464	1,674,251	1,020,288
Professional Services	38,789	174,000	174,000	84,000	84,000	(90,000)
Total Other Charges	575,511	504,469	504,469	432,776	478,409	(26,060)
Total Acq. & Major Repairs	61,095	239,144	239,144	53,277	62,877	(176,267)
TOTAL EXPENDITURES AND REQUEST	\$2,756,525	\$3,194,434	\$3,194,434	\$5,000,244	\$4,076,317	\$881,883
AUTHORIZED FULL-TIME						
EQUIVALENTS: Classified	27	29	29	29	29	0
Unclassified	0	0	0	0	0	0
TOTAL	27	29	29	29	29	0

SOURCE OF FUNDING

This program is funded with State General Fund, Interagency Transfers, and Fees and Self-generated Revenues. In accordance with R.S. 42:1383 this program is funded with Interagency Transfers from state agencies with classified employees and Fees and Self-generated Revenues from non-budgeted and ancillary state agencies with classified employees.

ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
\$0	\$3,194,434	29	ACT 10 FISCAL YEAR 1999-2000
			BA-7 TRANSACTIONS:
\$0	\$0	0	None
\$0	\$3,194,434	29	EXISTING OPERATING BUDGET – December 3, 1999
\$0	\$11,853	0	Annualization of FY 1999-2000 Classified State Employees Merit Increase
\$0	\$18,577	0	Classified State Employees Merit Increases for FY 2000-2001
\$0	(\$18,998)	0	State Employee Retirement Rate Adjustment
\$0	(\$3,236)	0	Risk Management Adjustment
\$0	\$53,277	0	Acquisitions & Major Repairs
\$0	(\$76,684)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$191	0	Legislative Auditor Fees
\$0	(\$5,278)	0	Maintenance of State-Owned Buildings
\$0	\$116	0	UPS Fees
\$0	\$32,779	0	Salary Base Adjustment
\$0	(\$90,561)	0	Attrition Adjustment
\$0	(\$22,129)	0	Salary Funding from Other Line Items
\$0	(\$339,810)	0	Other Non-recurring Adjustments - Removal of non-recurring expenses related to the first phase of the computerized electronic storage and retrieval system
\$0	\$1,250,000	0	Other Adjustments - Second phase of computerized electronic storage and retrieval system - conversion of personnel records on active and inactive state employees to imaged documents
\$0	\$5,130	0	Other Adjustments - Civil Service training series promotions
\$0	\$65,616	0	Other Adjustments - ISIS/Human Resources/Payroll
\$0	\$1,040	0	Other Adjustments - increased funding to Division of Administration Office of Information Services for computer expenses
\$0	\$4,076,317	29	TOTAL RECOMMENDED
\$0	\$0	0	LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS
\$0	\$4,076,317	29	BASE EXECUTIVE BUDGET FISCAL YEAR 2000-2001
			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON SALES TAX RENEWAL:
\$0	\$0	0	None
\$0	\$0	0	TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON SALES TAX RENEWAL

			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:
\$0	\$0	0	None
\$0	\$0	0	TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE
\$0	\$4,076,317	29	GRAND TOTAL RECOMMENDED

The total means of financing for this program is recommended at 127.6% of the existing operating budget. It represents 74% of the total request (\$5,509,367) for this program. The increased funding is primarily due to the increase provided for the second phase of the conversion of personnel records on active and inactive employees to an imaged document. Another significant adjustment requiring increased funding is due to the ISIS/Human Resources/Payroll project.

PROFESSIONAL SERVICES

\$40,000	Contract referees to conduct administrative hearings for the Civil Service Commission
\$30,000	Computer consultant for conversion of active and inactive state personnel records to a computerized electronic storage and retrieval system
\$14,000	Court reporters for production of transcripts of appeals
\$84,000	TOTAL PROFESSIONAL SERVICES

OTHER CHARGES

\$34,153	Legislative Auditor expenses
\$34,153	SUB-TOTAL OTHER CHARGES

Interagency Transfers:

\$24,513	Maintenance of State Buildings
\$183,400	Department of Transportatiion for building maintenance
\$201,788	Division of Administration for data processing support
\$24,000	Department of Agriculture for building rent
\$2,000	State Treasurer for fiscal services
\$5,675	Division of Administration for payroll services
\$1,800	Division of Administration for mail services
\$1,080	CPTP
\$444,256	SUB-TOTAL INTERAGENCY TRANSFERS
\$478,409	TOTAL OTHER CHARGES

ACQUISITIONS AND MAJOR REPAIRS

\$62,877 Replacement computer and office equipment

\$62,877 TOTAL ACQUISITIONS AND MAJOR REPAIRS